

**Appl. No.** : **09/349,735**  
**Filed** : **July 8, 1999**

### **REMARKS**

The pending Office Action is based on pending Claims 1-5, 8, 14-16, and 19-40. Claims 19-21 are amended by this paper. Claims 1-5, 8, 14-16, and 19-40 remain pending and the Applicant respectfully requests reconsideration of the subject application based on the amendments and remarks of this paper and the concurrently filed Request for Continued Examination.

In the Office Action, the Examiner objects to Claims 19-21 under 35 U.S.C. § 101 and asserts that it is unclear that the objected claims are directed to statutory subject matter. The Applicant believes that the previously pending Claims are directed to statutory subject matter, however amends Claims 19-21 as suggested by the Examiner to clarify that the claimed subject matter is statutory subject matter as required by 35 U.S.C. § 101. The Applicant respectfully requests that the objection of Claims 19-21 be withdrawn.

The Examiner further rejects Claims 1-5, 8, 14-16, 19-22, and 23-40 under 35 U.S.C. § 102(e) as being anticipated by Sullivan et al. (U.S. Patent No. 6,694,314).

The Applicant has carefully reviewed the Sullivan et al. '314 reference and notes the following differences between the Sullivan et al. disclosure and the Applicant's claimed invention. The Applicant notes that the pending application claims for example "...determining in the electronic device whether the activated hypertext link satisfies predetermined criteria; and

when the activated hypertext link satisfies the predetermined criteria, avoiding loading the activated hypertext link as a text markup language document and generating a disk image responsive to receiving the activated hypertext link, and when the activated hypertext link does not satisfy the predetermined criteria, loading a text markup language document corresponding to the uniform resource locator...".

Thus, the Applicant's claimed invention discriminates an activated hypertext link for satisfying or not satisfying predetermined criteria. When the activated hypertext link does satisfy the predetermined criteria, the Applicant's system avoids loading the activated hypertext link as a text markup language document and generates a corresponding disk image responsive to receiving the activated hypertext link. In circumstances where the activated hypertext link does not satisfy the predetermined criteria, the Applicant's system loads a text markup language document corresponding to the uniform resource locator.

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In contrast, Sullivan et al does not provide the claimed determination feature of whether or not an activated link satisfies a predetermined criterion and instead describes simply that a selected link retrieves the corresponding Web-based content. Sullivan et al also fails to disclose generating the disk image when the activated link does satisfy the predetermined criteria. The Applicant thus believes that the subject application as amended by this paper is not anticipated under the requirements of 35 U.S.C. § 102(e) by the Sullivan et al reference and respectfully requests that the rejection be withdrawn.

More particularly, the Applicant notes that Sullivan et al. discloses a system and method for automated technical support in a computer network having a client machine and at least one server from which live help is available. The Sullivan et al. system begins in response to an entry by a user indicating problems with their computer system and indicating a request for technical assistance in resolving the problem. In response to a user query, the system automatically serves a self-help home page or template to the user's interface. Preferably, the interface has a web browser and navigation metaphor to provide the user with a comfortable and intuitive interaction with the self-help system. A diagnostic executes on the client machine when the self-help system is indicated. The diagnostic map examines the client's system (including existing applications, registry information, and the like) and communicates with the technical support server to derive a search string as a background task. In an illustrated embodiment, a given diagnostic map is associated with a page via a URL (uniform resource locator).

As illustrated in Figure 4 and described in Columns 7 and 8 of Sullivan et al. '314, when a user indicates need for technical support, an interface is launched (step 64), the user selects a problem area (step 66), describes the problem (step 68), and submits a service request at step 70. If self-help is not enabled, the system branches to a step 74 for live help from the system, such as from a service engineer.

If, however, the self-help function is enabled, the routine continues at step 76. At this time, the user's default web browser is launched. If not already attained, the user's contact information is obtained at step 82. The routine continues at step 84 wherein an HTTP request is then made to the automated technical support server. Based on the contact information (as well as other basic parameters such as OS-type values entered by the user and problem submission fields, and the like) passed, the routine then continues at step 86 to serve a self-help home page to

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the user's default browser. Various self-help pages are illustrated in Figures 5 through 7 of Sullivan et al. '314.

The user interacts with the self-help page at step 92 by navigating the default browser. In the illustrated example, the user launches the server that has been proposed by the system. At step 94, the routine returns a results template page that, in this example, identifies a support note link. Based on the clear relevance of the support note, the user selects the link at step 96. Upon activation of the link, the routine continues at step 98 to navigate the browser to a so-called activated page as illustrated in Figure 9. A page is said to be activated because it may include active content.

*No Disclaimers or Disavowals*

Although the present communication includes alterations to the claims and characterizations of claim scope and referenced art, the Applicants are not conceding in this application that previously pending claims are not patentable over the cited references. Rather, any alterations or characterizations are being made to facilitate expeditious prosecution of this application. The Applicants reserve the right to pursue at a later date any previously pending or other broader or narrower claims that capture any subject matter supported by the present disclosure, including subject matter found to be specifically disclaimed herein or by any prior prosecution. Accordingly, reviewers of this or any parent, child or related prosecution history shall not reasonably infer that the Applicants have made any disclaimers or disavowals of any subject matter supported by the present application.

The claims of the present application are different and possibly broader in scope than the claims as originally filed. To the extent any prior amendments or characterizations of the scope of any claim or referenced art could be construed as a disclaimer of any subject matter supported by the present disclosure, the Applicant hereby rescinds and retracts such disclaimer. Accordingly, the references previously considered in the application may need to be re-visited.

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*Co-Pending Applications of Assignee*

Applicant wishes to draw to the Examiner's attention to the following co-pending applications of the present application's assignee.

<b>Serial Number</b>	<b>Title</b>	<b>Filed</b>
11/595,013	TEXT BASED MARKUP LANGUAGE RESOURCE INTERFACE	11/09/2006
11/595,390	TEXT BASED MARKUP LANGUAGE RESOURCE INTERFACE	11/10/2006

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### SUMMARY

The Applicant believes that the subject application is in a condition ready for allowance and respectfully requests prompt issuance of a notice of allowability. The Applicant believes that this paper is fully responsive to the objections and rejections made by the Examiner in the Office Action, however should there remain any further impediments to the allowance of this application that might be resolved by telephone conference the Examiner is respectfully requested to contact the Applicant's undersigned representative at the indicated telephone number.

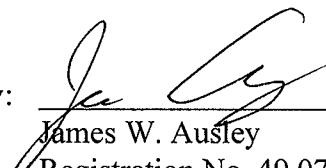
Please charge any additional fees, including any fees for additional extension of time, or credit overpayment to Deposit Account No. 11-1410.

Respectfully submitted,

KNOBBE, MARTENS, OLSON & BEAR, LLP

Dated: September 21, 2007

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